

ABSTRACT

A computerized guide system and method include instructions for transferring software from a server in a network to telecommunications equipment in a remote location using a mobile computer. Instructions for accessing, downloading, and transferring updated software programs that are self-guided are advantageous for independent use by technicians. Instructions of such a guide and method are accessible at a plurality of locations at the same time to a plurality of technicians servicing telecommunications equipment, such as multiplexers of different vendors.

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